Suburban Software Systems

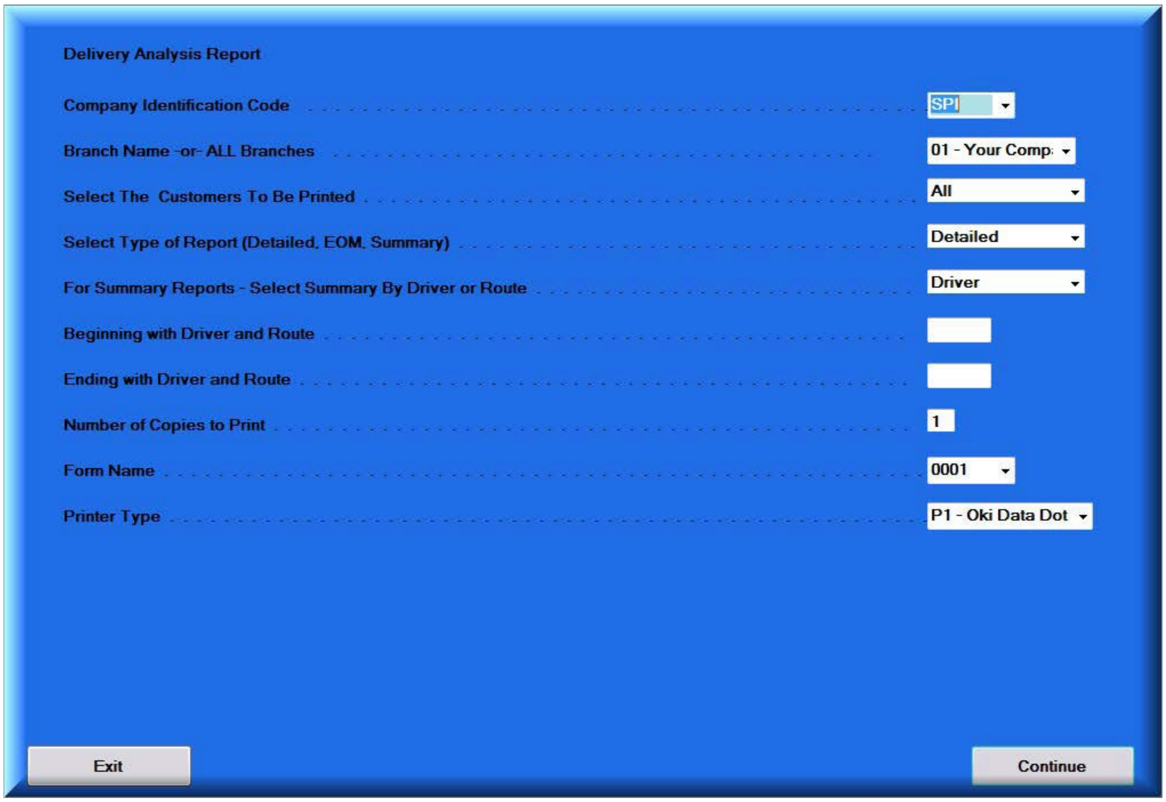
MANAGEMENT REPORTS

Management Reports Menu:

Allows the user to produce reports which will help management analyze trends in gas usage, customer losses or gains by driver or zone, and where the individual customer's gains or losses are

Analysis Reports

Delivery Analysis:



Notes:

- Reports may be produced for all accounts or by specific account types such as co-tank, industrial, budget, meter, or inactive.
- A report may be produced as a "summary" report or "detailed" listing of each account.
- If a summary report is requested, the report may be summarized by driver or delivery zone.

Salesman's Monthly Production:

This report provides summarized total sales from gas related transactions. Separate totals are printed for delivered and no-delivered gallons sold.

Budget Billing:

Allows the user to compute a recommended “Budget Billing Rate” based on the customer’s gas use rates and the variables inserted related to the price,

Allows the user to produce a list of recommended Budget Rates

Budget Rate Calculations: For each customer that meets the “Confidence Factor” criteria you specify, the program evaluates “YTD Gas”, “Last Year’s Gas” and a one year “Forecast Gas Usage”. It selects the highest of these usages to compute an annual gas bill based on the gas price you select. Existing account balances, and rent charges are added. After subtracting any expected payment, the total is divided be 12 to determine recommended monthly budget rate.

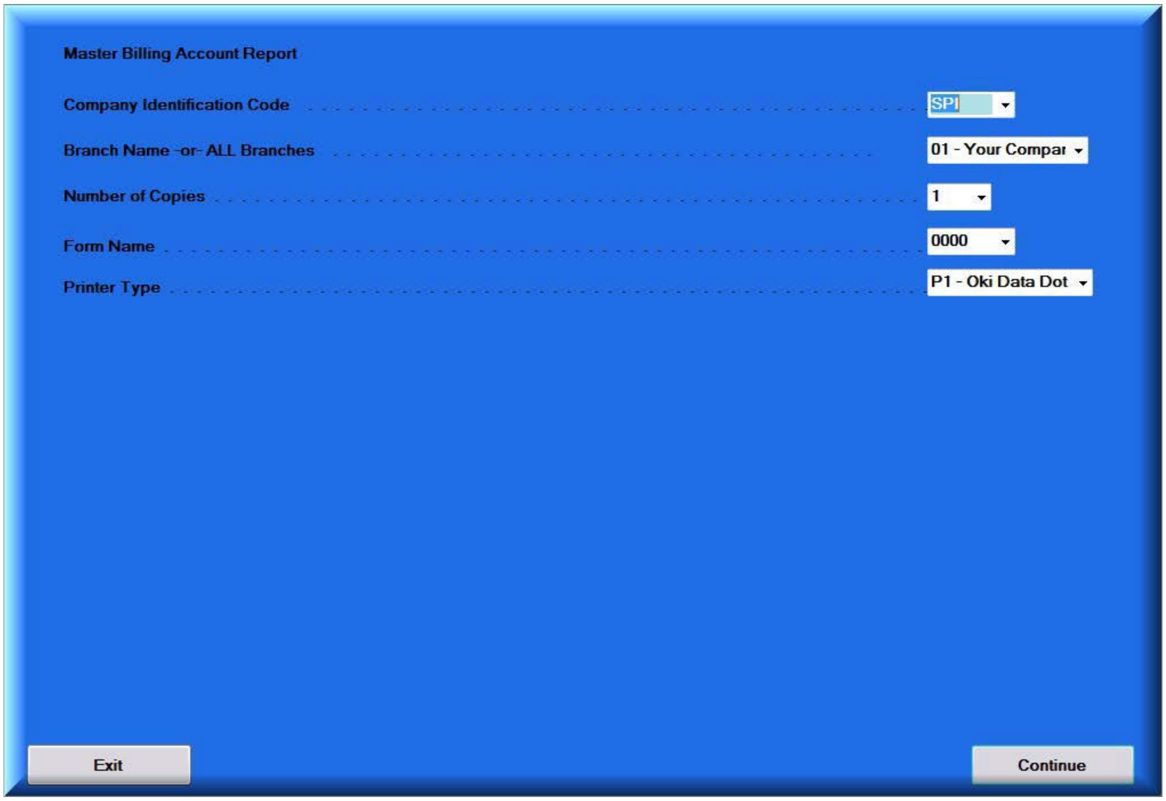
Notes:

- The program only recommends a budget rate. This rate should be reviewed carefully to determine if it is appropriate. Special attention should be given to closeness between “Last Year’s Gas” and “Forecast Gas”. If the two usages are close, then the recommended budget rate is probably a good estimate.
- It is recommended that the Budget Report should be printed at least quarterly and whenever there is a significant change in the price of gas or weather.

Budget Billing Options:

Company Id (CoID)	Enter your Company ID
Branch Name/ ALL	Enter a Branch Name or "ALL" for all branches.
All or Budget Customers:	For the Branch you specify, the program will update every account that meets the "confidence factor" with a "Recommended Budget Rate" but the printout can be restricted to just the existing Budget Customers or list "ALL" accounts.
Price Adjustment from Base:	Price that the program will use to compute budget rates
Increase/ Decrease:	Used when estimating price fluctuations up/ down throughout the year.
Min/Max Budget Rates:	Some customers may use to little or too much gas to be considered for Budget Billing. You may restrict those accounts by selecting Minimum and Maximum Budget Rates to be updated in the customer's file. Listed in Whole dollar amounts.
Update Master File:	Select {Y} for yes or {N} no to update the Master File with new Budget Rates.
Add "Forecasted Gallons":	Enter {Y} for yes or {N} for to add "Forecasted Gallons to the number of gallons required to fill

Master Billing Accounts:

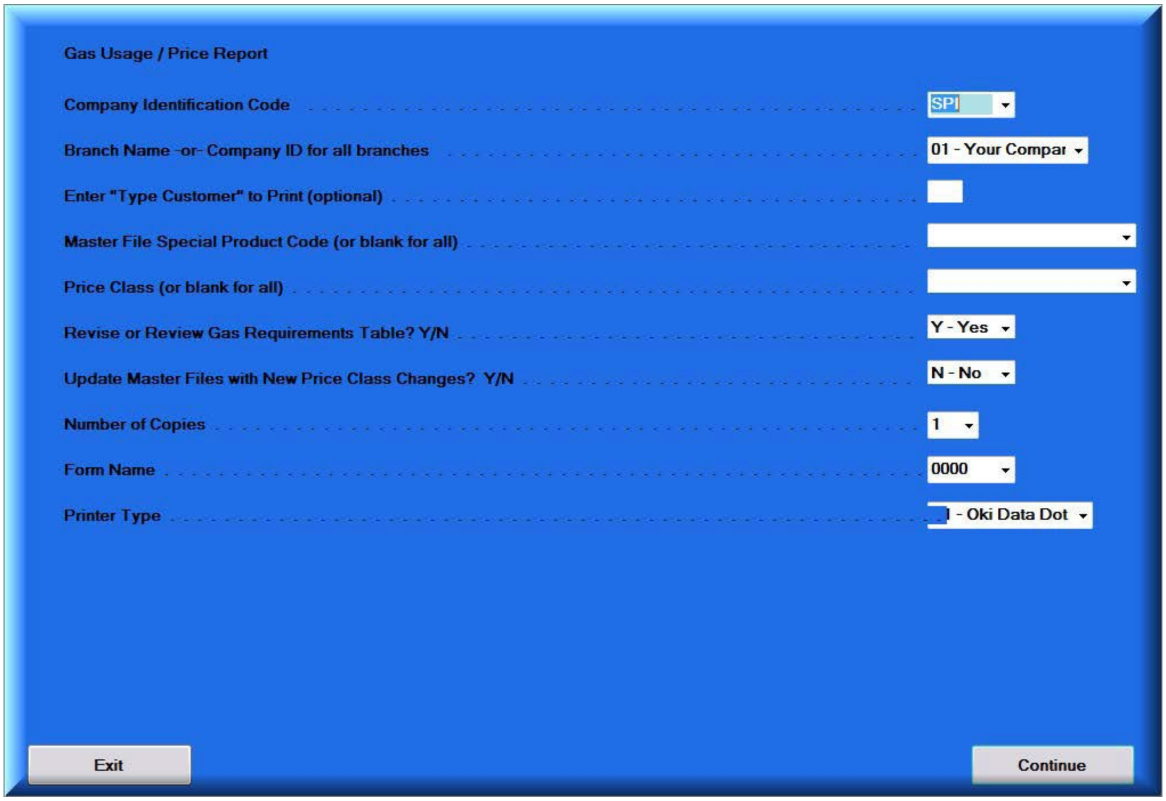


Allows the user to setup and maintain delivery information on multiple subsidiary accounts, while having the charges and payments transferred to a single Master billing Account (MBA).

Notes:

- The Master Billing Report produces a list of the designated Master Billing Accounts and the accounts that have been assigned to them.
- To setup MBA subsidiary accounts refer to the Master File in the Daily Menu section of the manual.

Gas Usage vs Price:



This report will help dealers assign appropriate price codes to clients. It will also show customer's gas use, current price class (if assigned), and a recommended price class based on gas use.

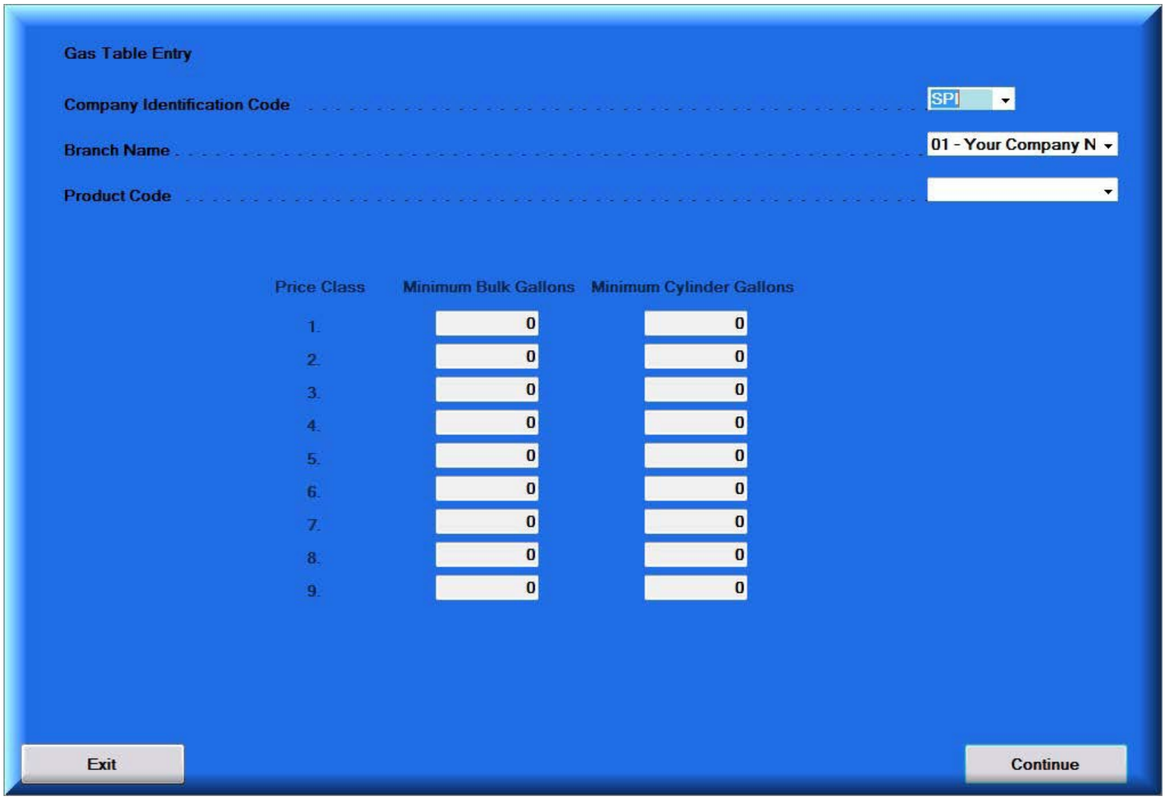
Note: To run this report, a gas price table must be setup. This defines the quantities at which customers qualify for each price class.

Gas Usage/ Price Report Fields:

Customer ID	Enter the Customer ID (CoID)
Branch/ Company Id	Enter the branch name or enter the company identification code to run the report for all branches.
Type Customer:	Enter a type customer code to print the report for customers with a specific type code entered in the customer master file. Leave this field blank if no “type code” selection is desired.
Master File Special Product Code:	Enter a Product Code to print the report for customers with a specific product code in the Master File. Leave this field blank if no “product code” selection is desired.
Price Class:	Enter a price class code to print the report for customers with a specific price class code in the Master File. Leave this field blank if no “price class” selection is desired.
Revise or Review Gas Table:	Enter {Y} to change the gas table or to initially create the gas table or enter {N} if no change is necessary.
Update Master File:	Enter {Y} to update the Master File with new price changes or enter {N} if no update is necessary.
Form Name:	Enter what for you want the report to be printed on.
Copies:	How many copies do you need
Printer ID	Enter the appropriate printer identification code or view to view without printing.

Screen Two:

If the option to review or revise the gas table is selected with {Y} this screen will pop up.

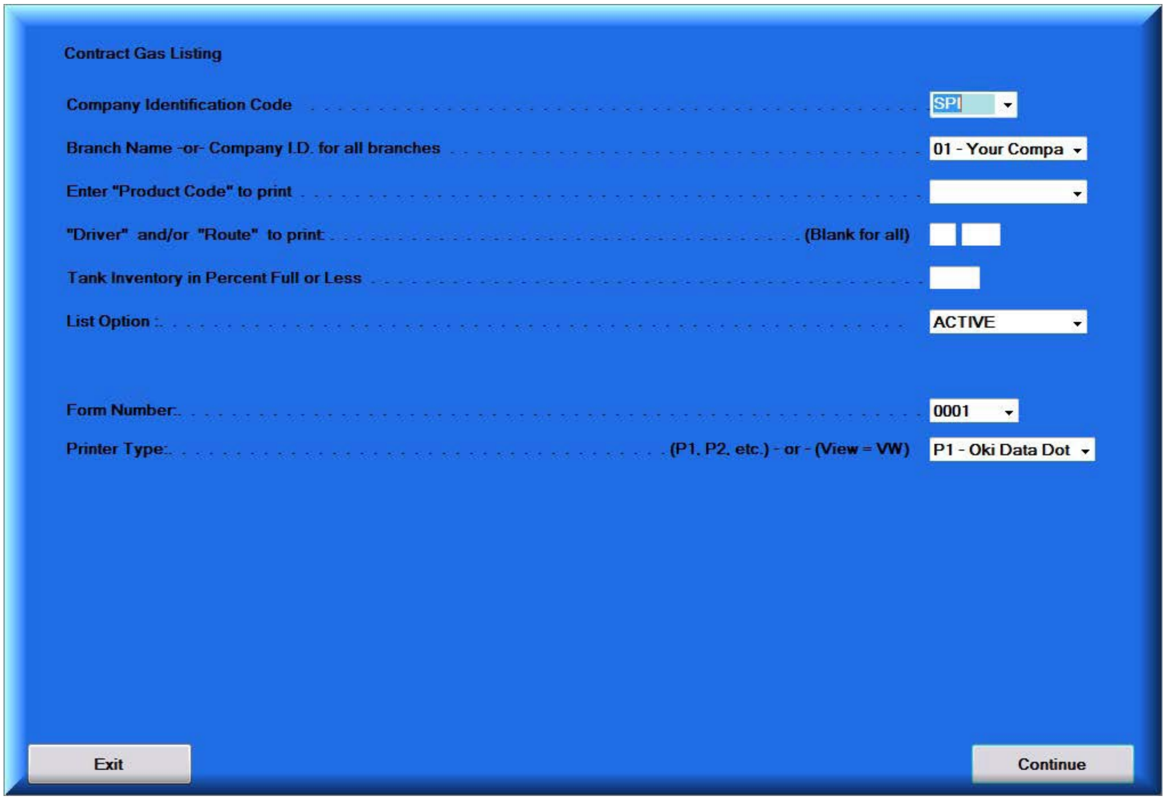


Price Class: Up to nine price class groups may be established in the Suburban Software Propane System. The price class column lists the price codes 1 through 9 for reference. No entry is required in this column.

Minimum Bulk Gallons: Enter the number of "Bulk" gallons that a customer must purchase to qualify for the corresponding price class in the price class column (1 through 9). All entries to this column must be in whole gallons (no decimal) and must be ascending.

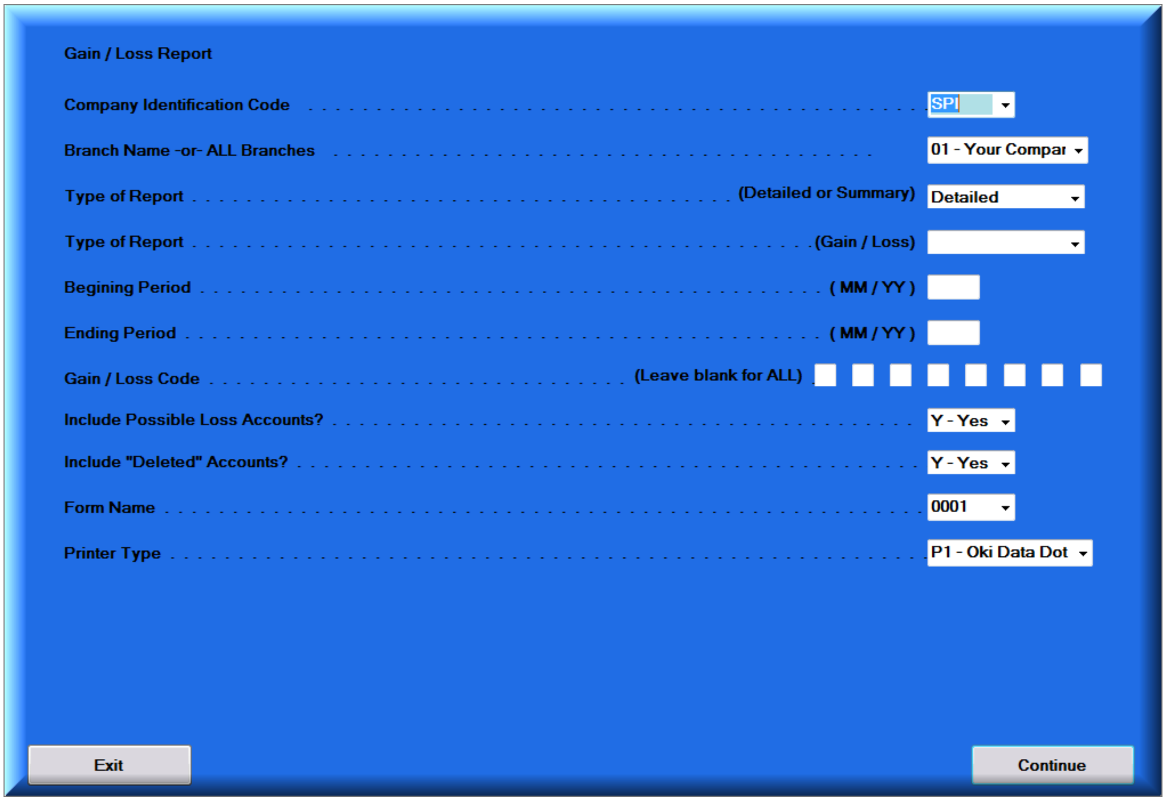
Minimum Cylinder Gallons: Enter the number of "Cylinder" gallons that a customer must purchase to qualify for the corresponding price class in the price class column (1 through 9). All entries to this column must be in whole gallons (no decimal) and must be ascending.

Prepaid Contract Gas:



Generates a list of customers who have pre-buy gas.

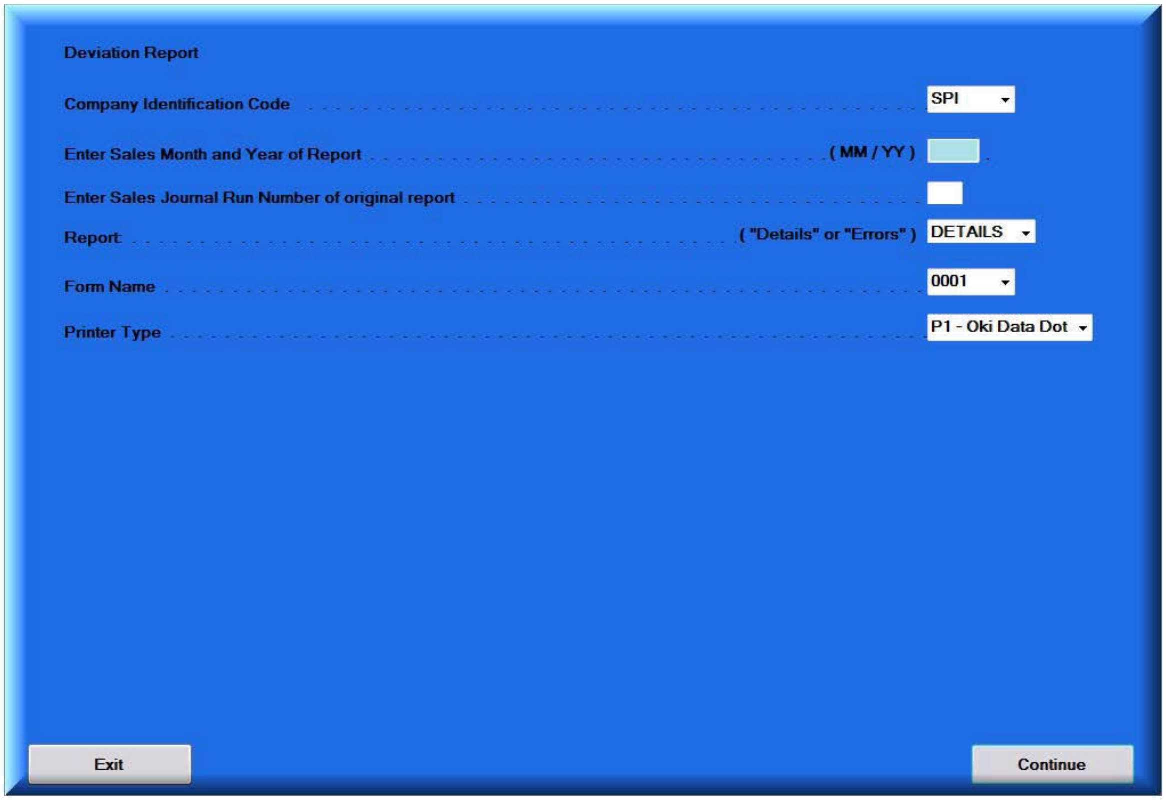
Gain/ Loss Report:



Generates a list of customers who have been newly acquired or lost customers, based on the tank pick up codes or tank set codes chosen in data entry.

Note: For further information see data entry tank set/pickup codes

Transaction Deviation Report:

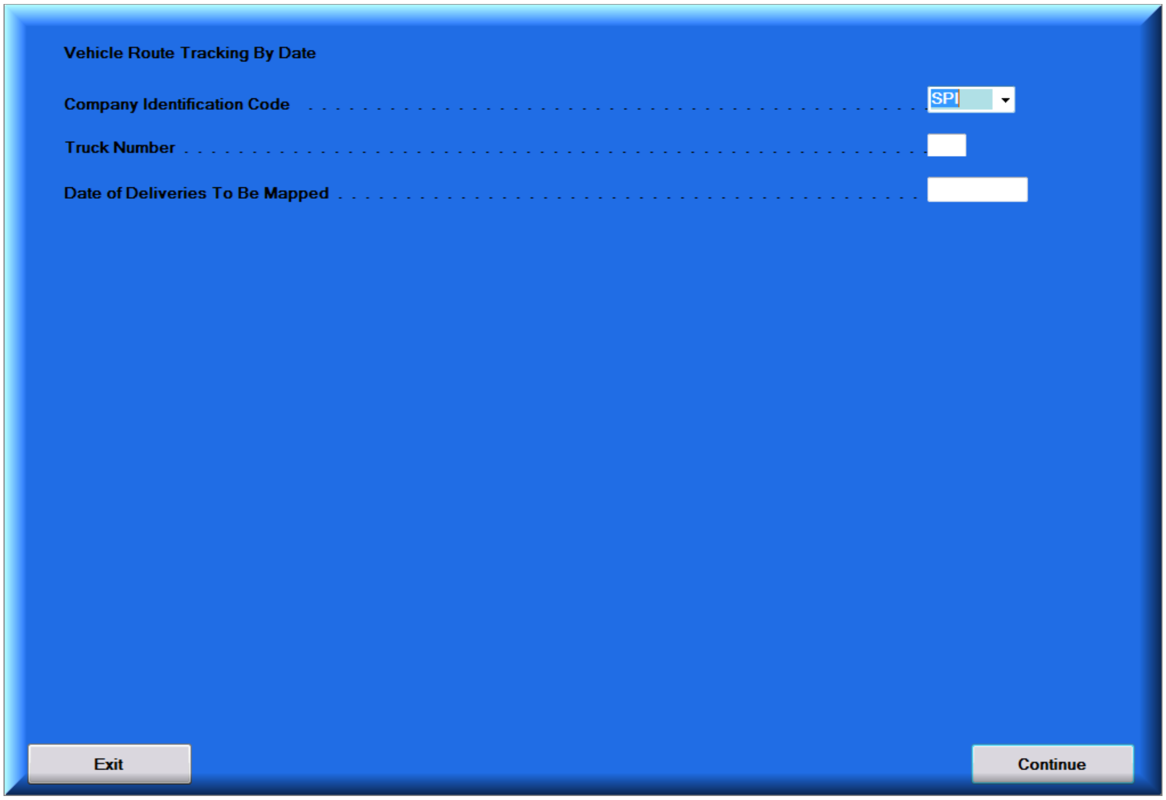


This report can be printed to determine gas sold above/below prices entered in the price file.

Note:

- Allows user to choose a “Details” report or an “Error” report.
- Based on run numbers on each posting.

PPS Delivery Tracking:



Allows the operator to track the locations of where the trucks have been on certain days.

Report Generators:

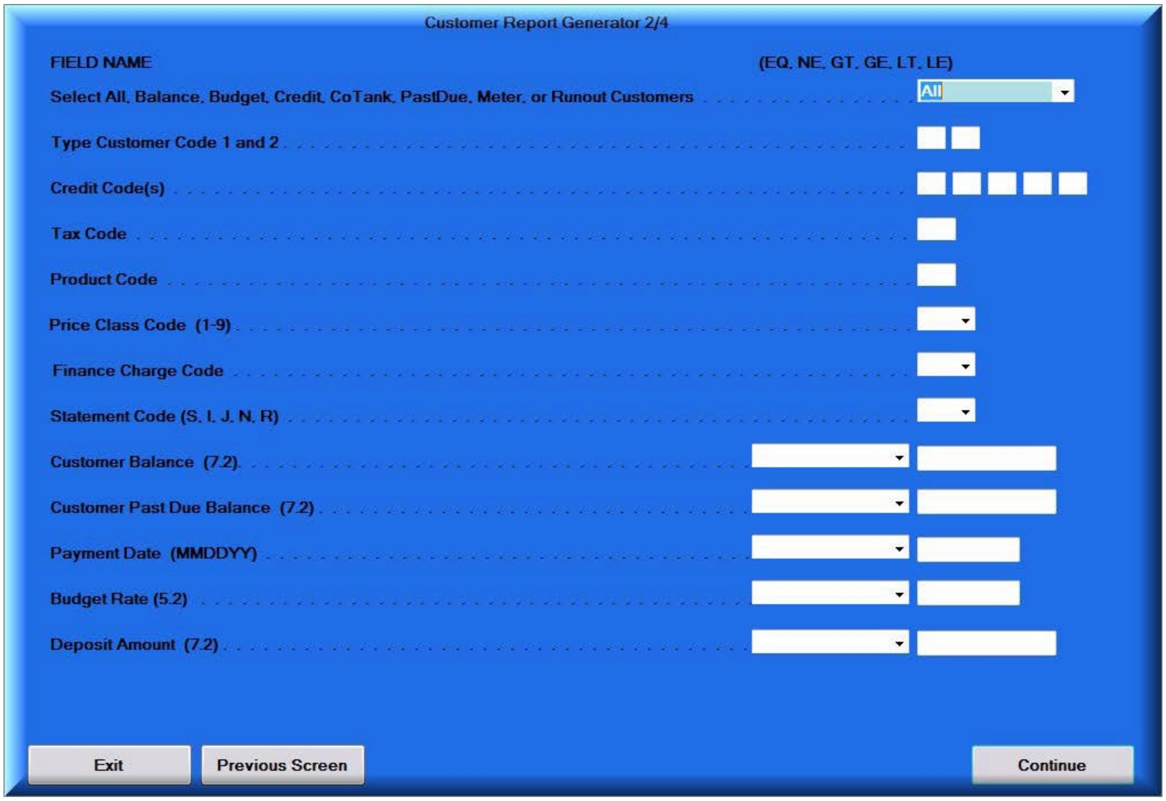
Customer Report Generator:

Allows the user to produce a detailed or summary customer report based on the criteria specified in the different screens provided.

Screen One Fields:

Company Id	Enter the Company Id (CoID)
Branch	Enter the Branch Number/ All for all Branches.
Type of Report:	**Detailed:** If a detailed output is desired, account numbers and customers' names will show on the report.
	Summary: If a summary output is desired, account numbers and customers' **will not** show on the report.
Output Format:	**1.** if you want the report to print out in customer status format
	2. if you want the report to print out in delivery analysis format
	3. If you want the report to print out in database format.
Database File Name to Create:	Enter the name that you want the file to be called.
Output to Map?:	Enter {Y} if you want to output to Map or {N} if you want
Print Memos?:	Customer memos may be added to the report by entering "Y" in this field.
Addresses and Directions?:	Enter "Y" if you want to include addresses and directions to the report.
Single/ Double Spacing	Enter {1} for single spaced report or {2} for double spaced report.
Form Name:	Enter what for you want the report to be printed on.
Printer ID	Enter the appropriate printer identification code or view to view without printing.

Screen Two:



The following options are available for the customer report:

ALL, BALANCE, BUDGET, CREDIT, COTANK, PASTDUE, METER, OR RUNOUT

The options shown in this screen will allow the customer report to be printed for all, balance-only, budget or credit customers; customers with a past due balance, customers with company owned tanks, customers with metered tanks, or customers who have run out of gas.

The other options in the second prompt screen allow the user to select specific customers to print on the report by type customer, type customer 2 (second field in customer master file), credit code, tax code, product code, price class code, finance charge code or statement code.

To selectively print accounts with blank product codes or a blank type customer code enter a single forward slash **{/}** in the field.

The third part of this screen allows the operator to customize the report by using the following codes:

EQ	Equal
NE	Not Equal
GT	Greater Than
GE	Greater or Equal
LT	Less Than
LE	Less or Equal

The first column lists all the different options the operator has to customize the report; specify the appropriate code in the second column and enter an appropriate value in the third column.

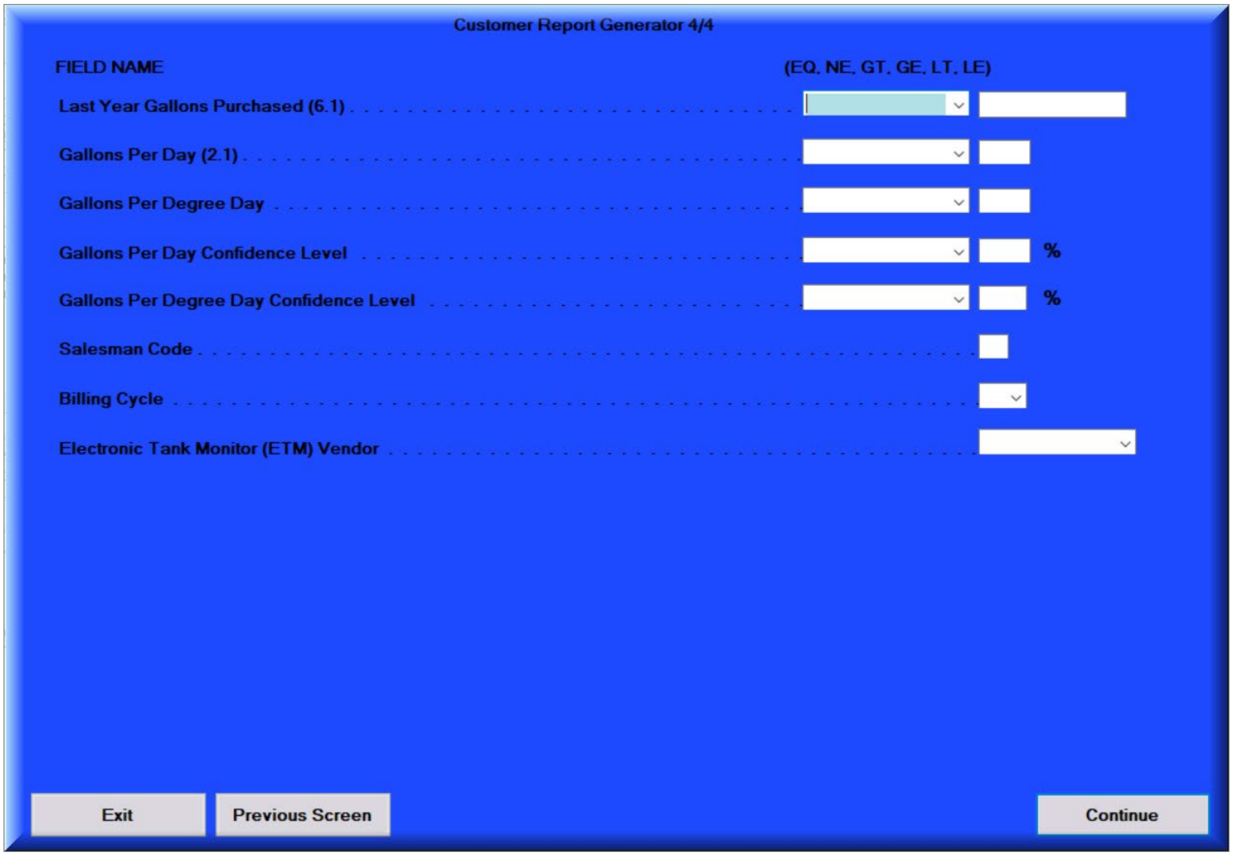
Example: Customer Balance.......(7.2) **EQ** **50000**

The report will print all customers with a balance that equals $ 500.00

Screen Three:

Enter the desired codes and values in the appropriate fields and click continue. Driver Number, Route Code, Company Tank Status Code, and Delivery Code are defaulted to EQ.

Screen Four:

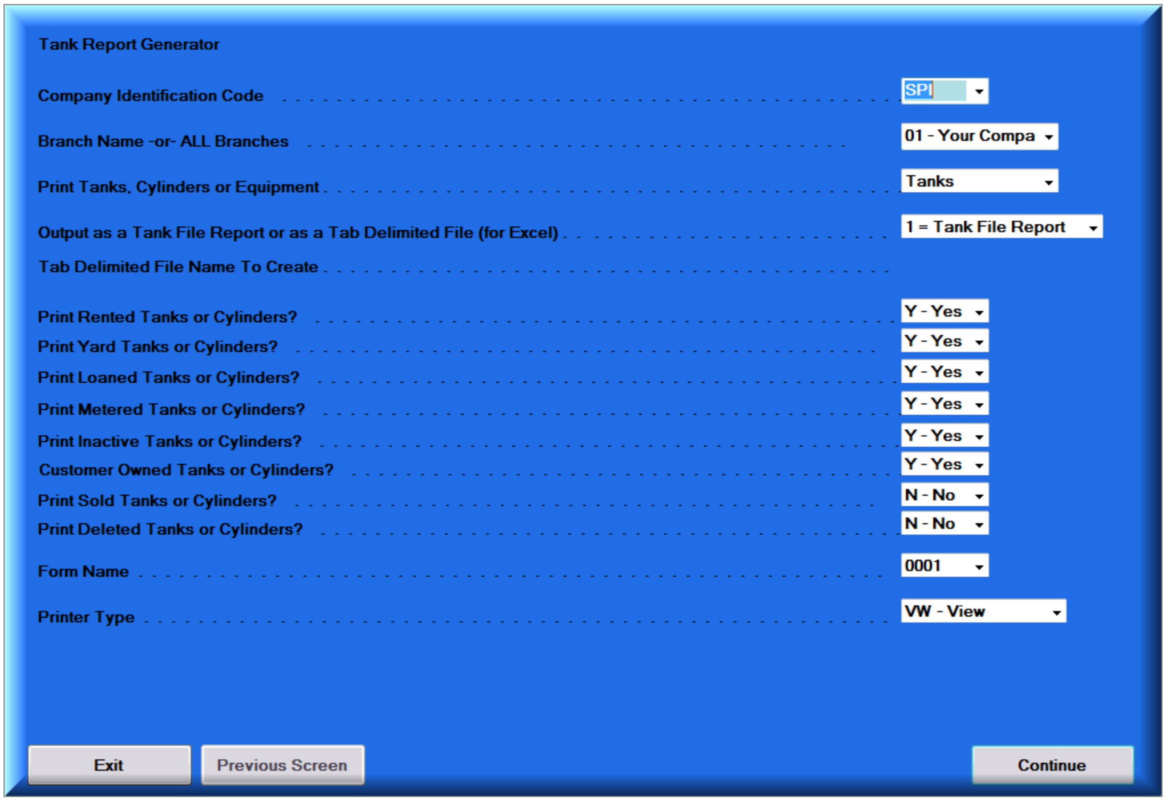


Enter the desired codes and values for the appropriate fields and click continue.

This is the last screen to input values and codes. The report will be generated after this.

Tank Report Generator:

Screen One:



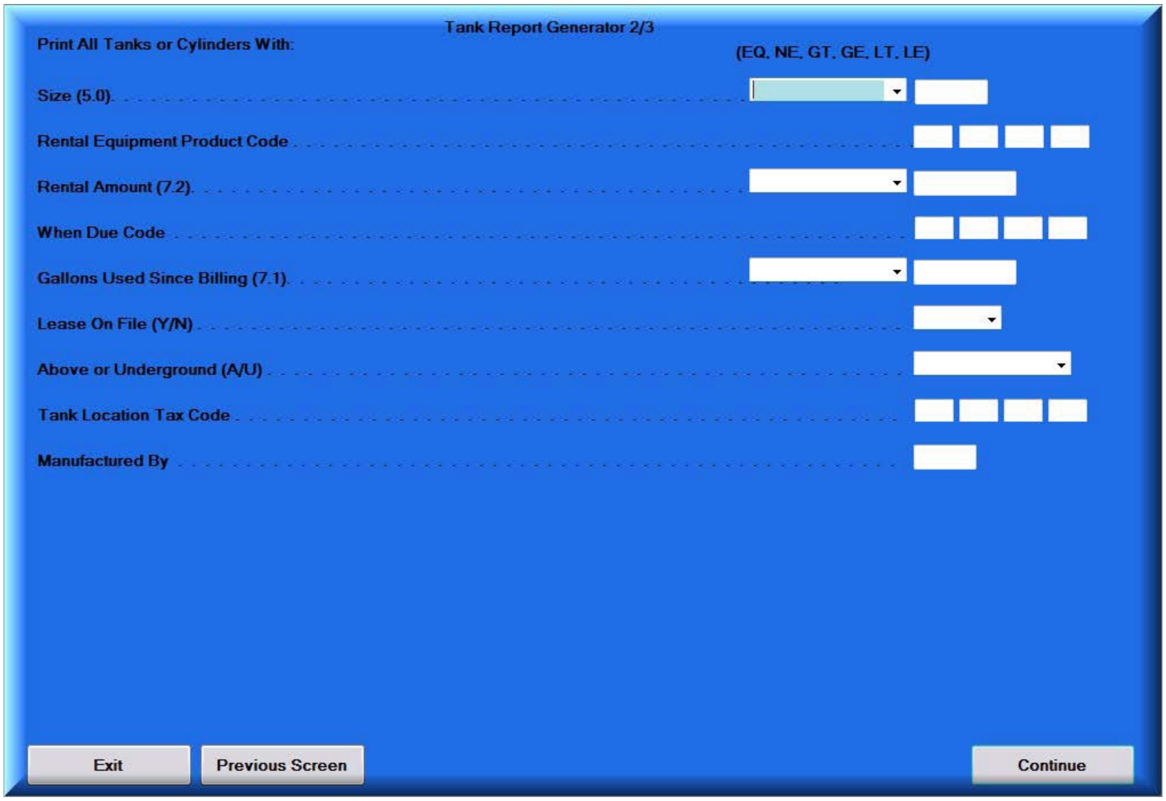
Allows the user to produce a detailed/ summary tank/cylinder report based on the criteria specified in the different screens provided.

Notes:

- This screen allows the operator to select if he wants a cylinder, tank or a cylinder and tank report and which tanks or cylinders will appear on the report:
    - Rented
    - In Yard
    - Loaned
    - Sold
    - Metered
    - Inactive
    - Deleted
- Database File allows user to assign a name to the report to be opened in excel

  Click {Continue} to go to next screen.

Screen Two:



Fill in the fields with the appropriate code and value to customize your report, please note that some options are system defaulted to code EQ (equal).

Screen Three:

A report will be generated after this screen.

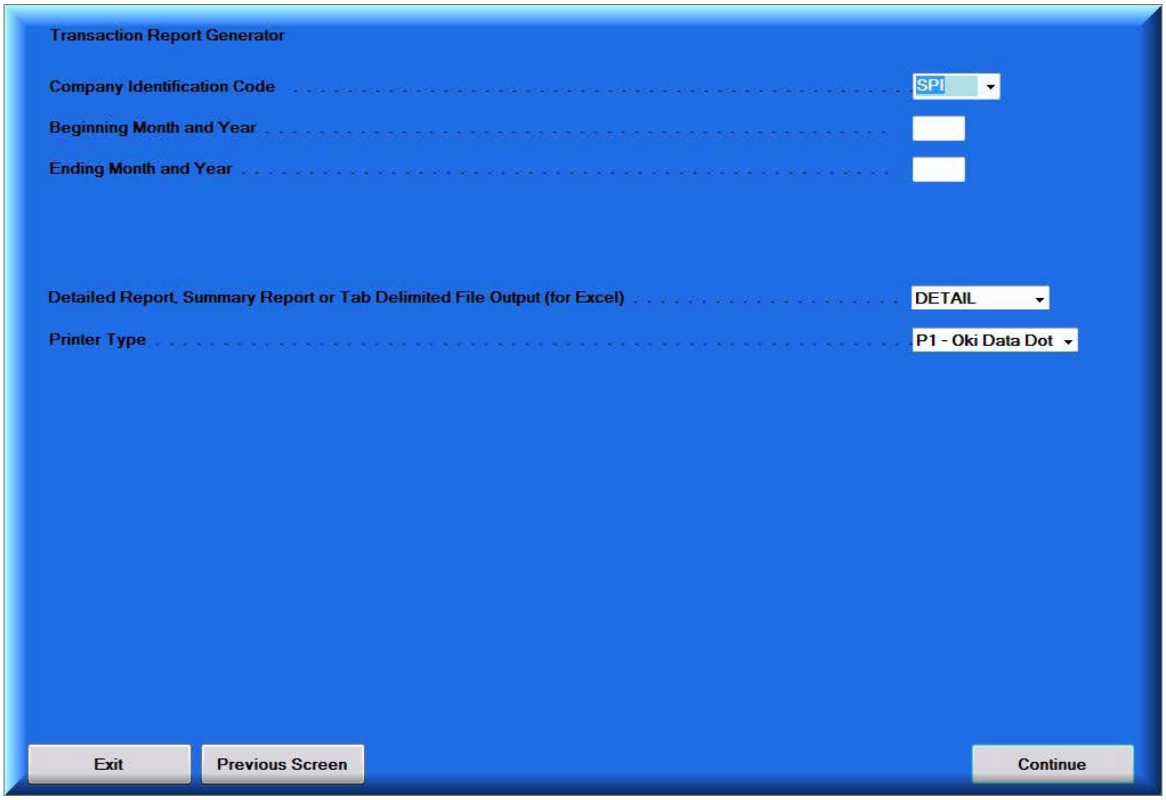
Report Example:

```
                                                     Tank File Listing
          Page -  1              9/02/15


                     Tank   Relief Valve
  Serial #  T/C Br-Acct  Name              TC  Size  Rent/Dte Built  Purch  Moved   Paint
Inspect Regulr Anode Press  Valve  Test


C 2093086    T 1-72676 STIERLY PATSY       PA  120
L 00158036   T 1-77030 JOHN ROCK INC       99   13                          05/10
L 00158306   T 1-77030 JOHN ROCK INC       99   13                          05/10
L 00158324   T 1-77030 JOHN ROCK INC       99   13                          05/10
L 002066     T 1-00319 UNITED SPORTS TRAININGPA  120                        08/13
L 002253     T 1-00686 JACKSON, VIRGINIA   PA  120                          03/14
L 00521988   T 1-38578 ELLIS, BRIAN & JAMALYNPA 1000                        08/13
               09/13
L 01013665   T 1-99265 MURDOCK, JEFF & DEBBIEPA  120                        02/13
L 03334205   T 1-77030 JOHN ROCK INC       99   10                          05/10
L 03334207   T 1-77030 JOHN ROCK INC       99   10                          05/10
L 03334209   T 1-77030 JOHN ROCK INC       99   10                          05/10
L 03334210   T 1-77030 JOHN ROCK INC       99   10                          05/10
L 03334211   T 1-77030 JOHN ROCK INC       99   10                          05/10
L 03334215   T 1-77030 JOHN ROCK INC       99   10                          05/10
L 03334217   T 1-77030 JOHN ROCK INC       99   10                          05/10
```

Transaction Report Generator:



The transaction report generator gives the operator the ability to have the system search thru a transaction file and to print all the records it finds that match any search argument you enter.

Notes:

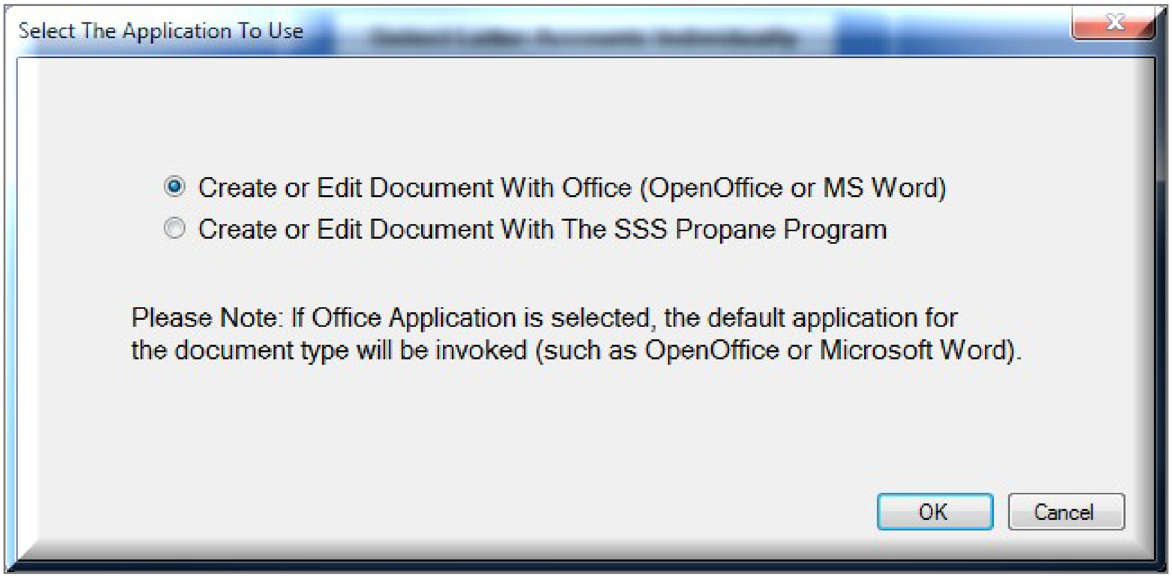
- Enter the month/year you want the report to begin and end in.
- Enter what kind of report you want generated:
    - **Detailed:** Account numbers and Customer names will show.
    - **Summary:** Account numbers and Customer names will not show.
    - **File Output:** Allows you assign a file name in order to export report to Excel.

Letter Production Menu:

This allows the user to:

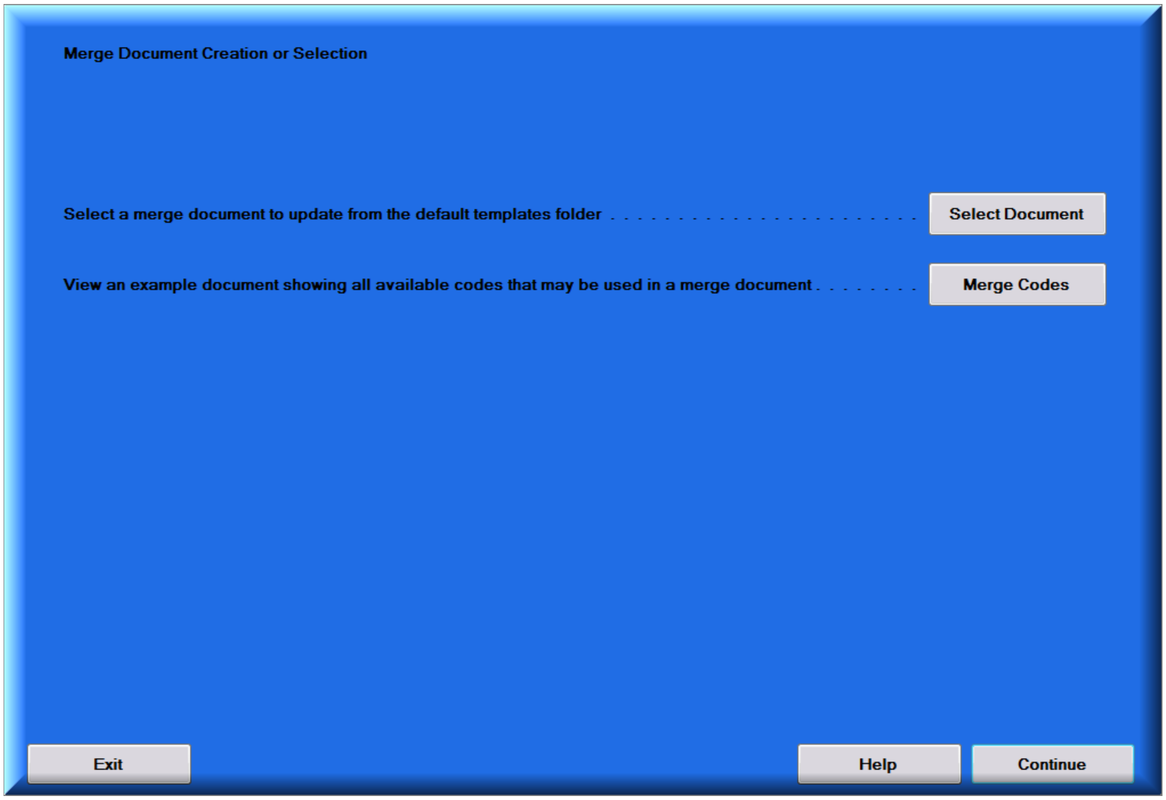
- Create or modify either Suburban Legacy letters or External Application Documents such as Microsoft Word.
- Select who is to receive Sales Letters either individually by account or globally.
- Deselect accounts not receive letters.
- Print and or EMail Sales letters.

Create Letter Document:



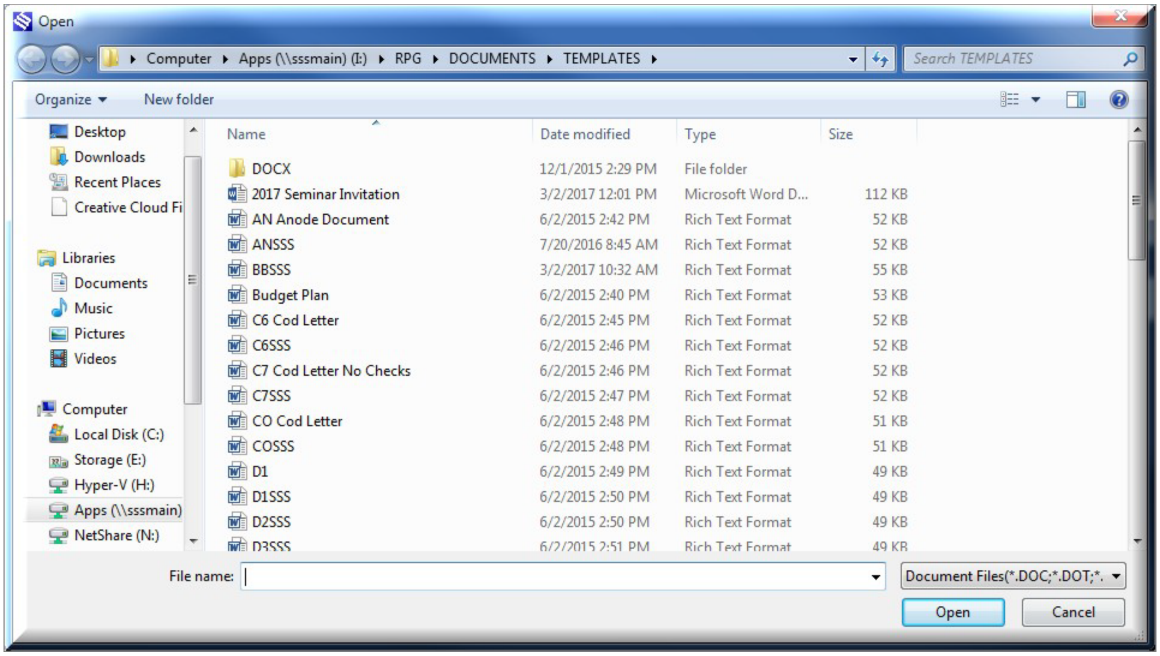
Allows the user to choose between creating and editing a document though an external application such as Microsoft Word or through Suburban.

Creating/ Editing Document Using External Application:



- Allows the user to select which letter is to be written or modified from existing examples.
- Shows the available “SSS Merge Codes” that can be integrated into any document.

Select Document:



Allows the user to select from existing letter document templates or add a new document template.

Merge Codes:

Click on Merge Code Document to get a list of all merge codes that can be placed in the External Sourced Letter.

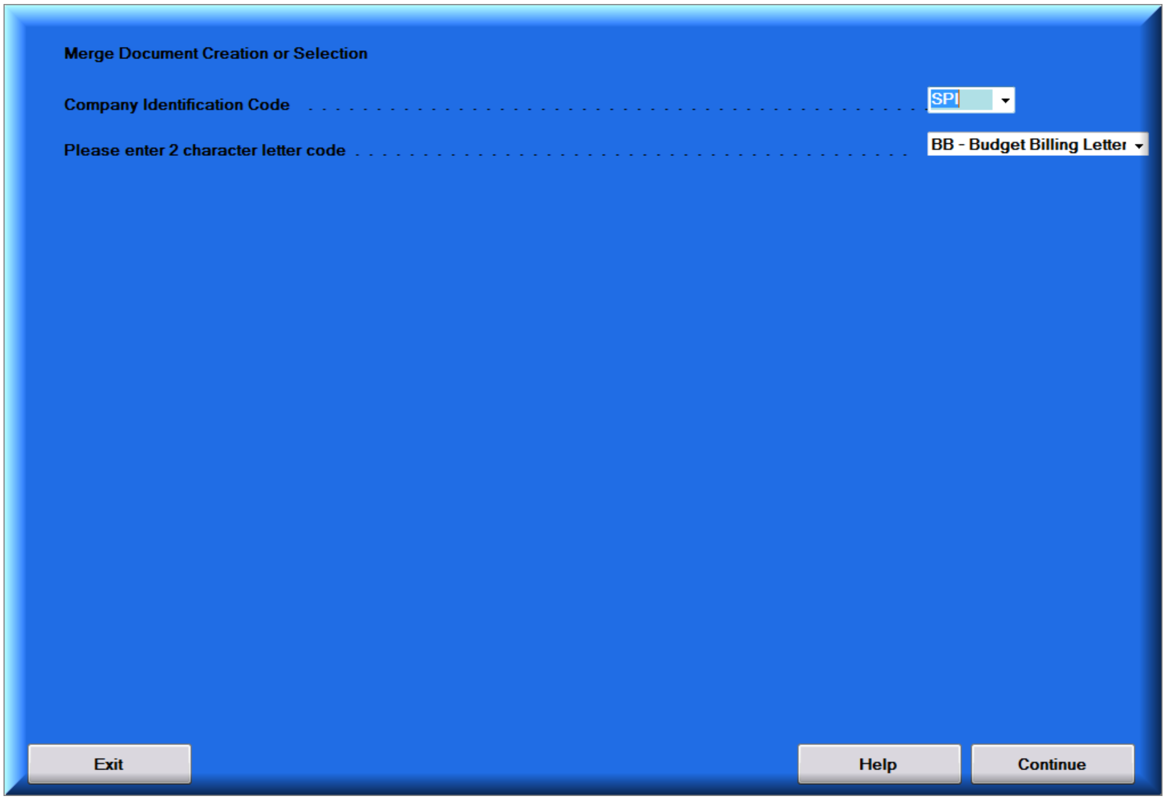
The merge codes below must be placed into the external source document (Word, Excel, etc.) **Exactly** as shown below including the brackets in order to merge Data.

SSS Merge Codes

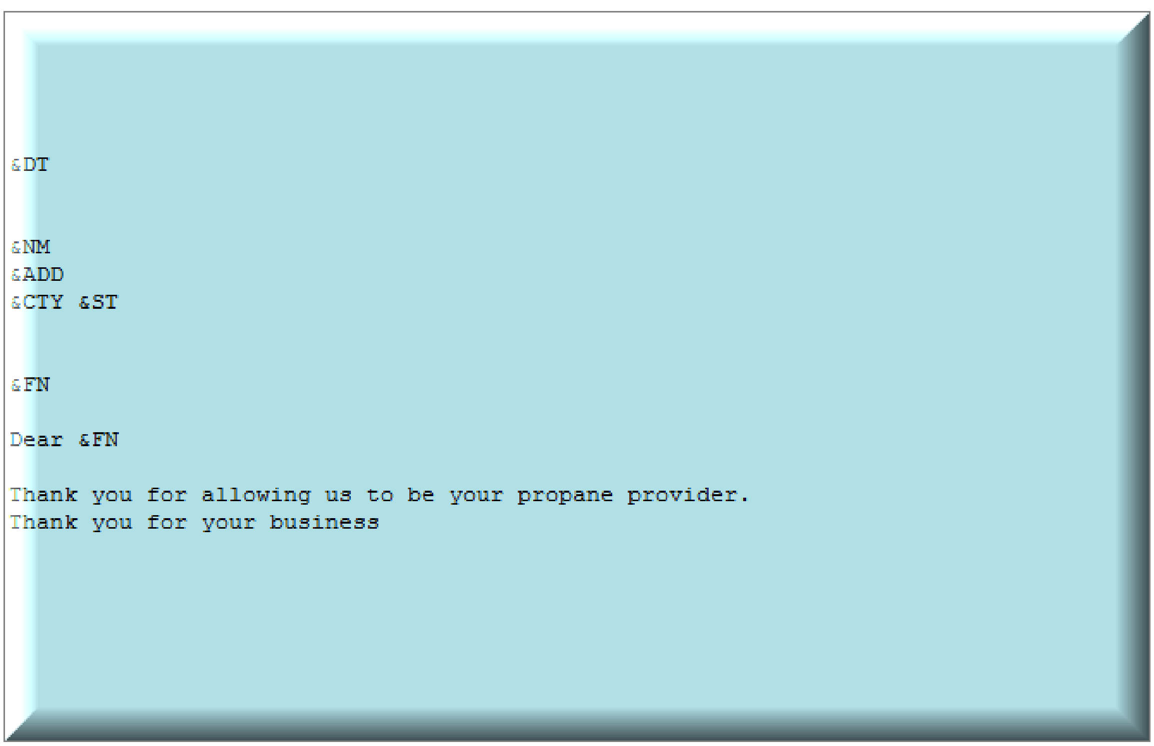
The following codes may be used in a Word Document when merging with SSS Letter Writing Features.

[COID]
[STATUS]
[ACCOUNT#]
[COMPANYTANK]
[FULLNAME]
[LASTNAME]
[MIDDLEINIT]
[FIRSTNAME]
[CAREOF]
[STREET]
[CITY]
[ST]
[ZIPCODE]
[ZIP4]
[AREA]
[PHONE]
[TAXCD]
[CREDITCD]
[TYPECUSTOMER]
[FINCHG]
[STATEMENT/INVOICE]
[OPENITEM/BALFWD]
[PRICECLASS]
[TERMS]
[PRODUCTCODE]
[DESCRIPTION]
[UI]
[TYPE2]
[BALANCE]
[CURRENT]
[OVER30]
[OVER60]
[OVER90]
[OVER120]
[PASTDUE]
[PREVSTAMTBALANCE]
[DEPOSIT]
[RECEIPTDATE]
[RECEIPTAMOUNT]
[BUDGETRATE]
[BUDGETBALANCE]
[RECOMMENDEDBUDGETRATE]
[STARTDATE]
[CREDITLIMIT]
[DELIVERYCODE]
[USECODE]
[DRIVER]
[ROUTE]
[SEQUENCE]
[TANKSERIAL]
[TANKTYPE]
[TANKUI]
[LOCKCODE]
[TANKSIZE]
[NROFTANKS]
[GAL/DD]
[GAL/DAY]
[LASTDELIVERYDATE]
[PREVIOUSFILLPCT]
[FORECASTEDPCTFULL]
[GASCHECKDATE]
[YTDDELIVERIES]
[YTDGAS]
[LASTYRGAS]
[LASTDELIVEREDGAS]
[DELIVERYSTREET]
[DELIVERYTOWN]
[DELIVERYSTATE]
[DELIVERYZIP]
[TAXID]
[MASTERBILLACCTNR]
[LATITUDE]
[NORTH]
[LONGITUDE]
[WEST]
[STANDINGPO]
[PHONETYPE2]
[PHONE2]
[PHONETYPE3]
[PHONE3]
[EMAILADDRESS]
[ELETTER]
[EPOSTCARD]
[ESTATEMENT]
[EINVOICE]
[GAINCODE]
[GAINDATE]
[LOSTCODE]
[LOSTDATE]
[SALESMAN]
[DIRECTIONS]
[DIRECTLINE2]
[DIRECTLINE3]
[DIRECTLINE4]
[DIRECTLINE5]
[CURRENTPRICE]
[PAYBYDATE]

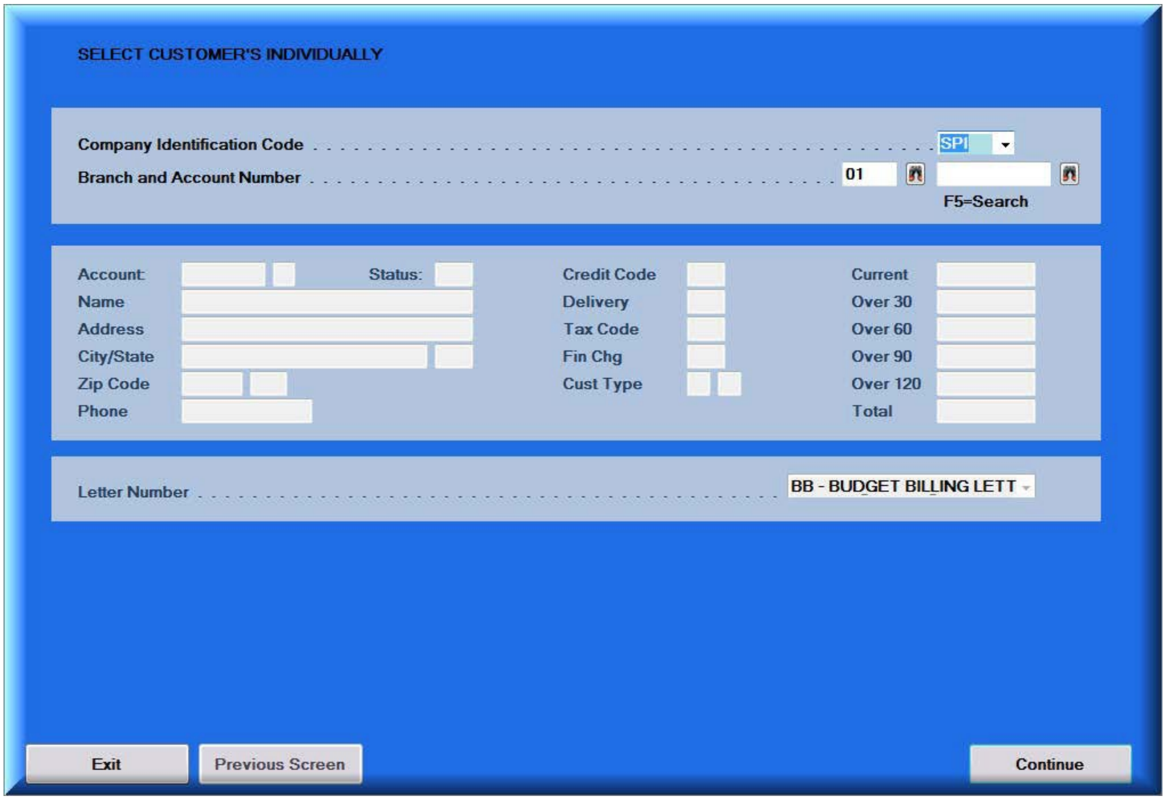
Create or Edit Document with SSS Propane Program:



Allows the user to edit a letter within Suburban.



Select Customers Individually:



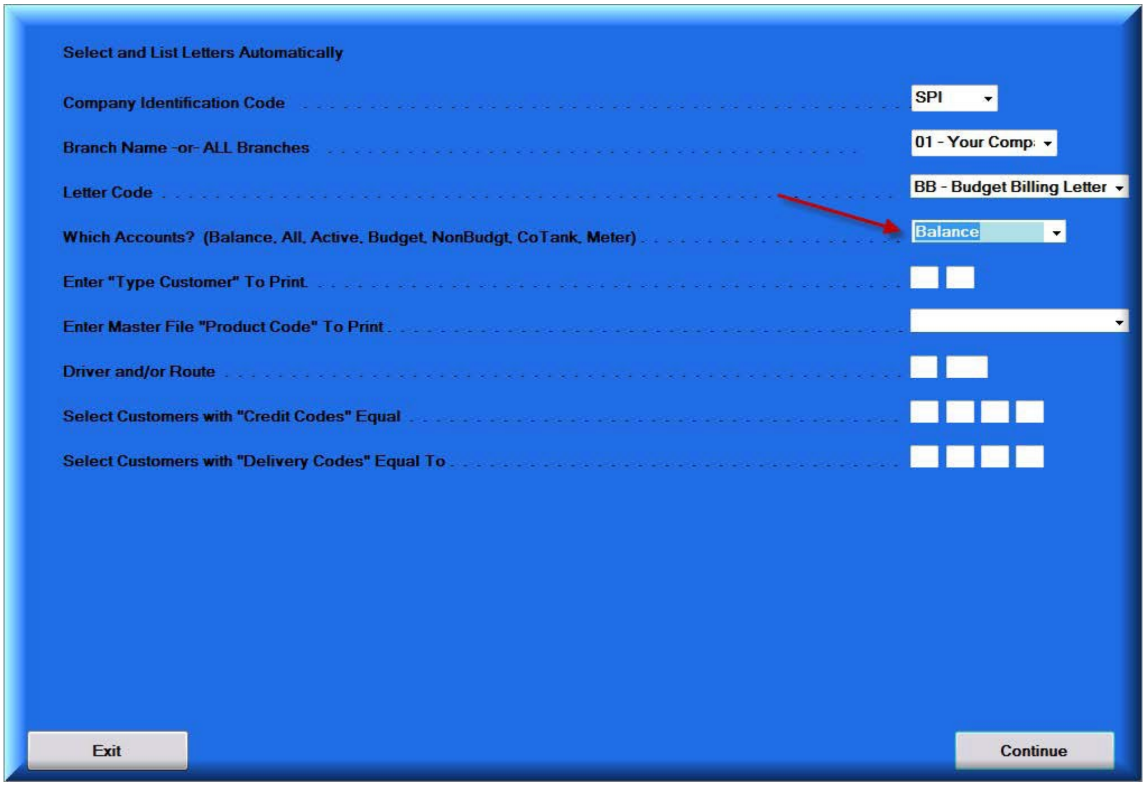
Allows the user to choose specific accounts that the letter is to be sent.

Note:

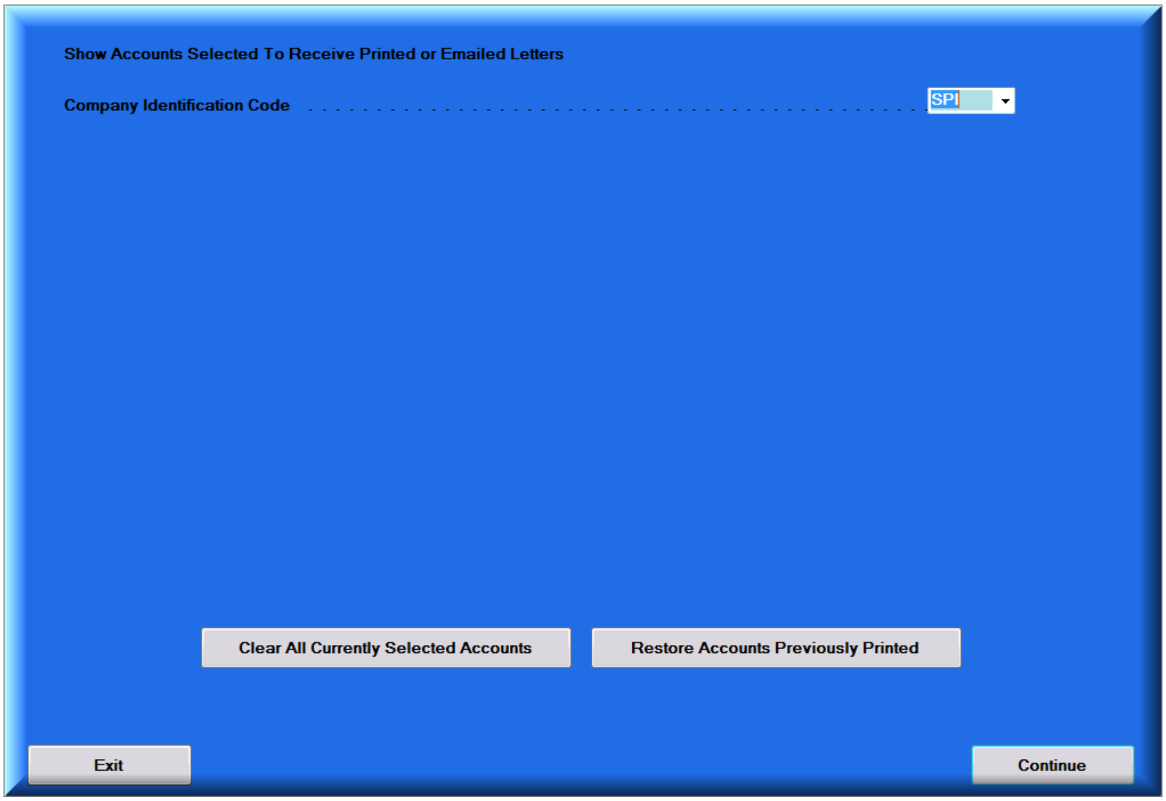
- Choose what type of letter is to be sent by the 2 Character Letter Number.
- If the Letter Code does not exist for the letter you have created, you can add it by going to the following: **Utility Menu** > **User Defined Fields** > **Sales Letter Codes**

Select and List Accounts Globally:

The letter can be selected by individual account number one account at a time, or they can be selected by group based on the options below.



Remove Accounts from Selected List:



Once the accounts are chosen, enter the Remove Accounts From Selected List option and do a final review all the accounts there that were picked individually or selected as a group and de-select any that you do not want to send a letter to.

Proceed with the Final Step to Print Letters. This will merge data requested in the External Letter and print out letters to be mailed.

Print Letters:

Allows the user to print selected letters.

Notes:

- The PDF option merges data with a preformatted MS Word or Open Office Merge file
- Allows you to BCC (Blind Carbon Copy). This is used only for E-letters. Leave blank if not needed.

Print Labels:

Allows you to print labels for letters

Configure Email Settings:

See E Bill Setup